



**City of St. Louis, Treasurer's Office  
Integrated Parking Technology  
Pre-Proposal Conference**

**RFP Amendment and Responses to Questions Submitted by Vendors**

**Article I. RFP Amendment**

Companies that specialize in pay by phone, pay by mobile, or pay by web applications are not required to provide the financial information and references specified in Section 3(G) and (H) as long as they are partnering with another vendor that satisfies all of the requirements set forth in the RFP. In lieu of the submitting the information specified in Section 3(G) and (H) companies must submit the following information:

Companies that specialize in pay by phone, pay by mobile, or pay by web applications are not required to provide the financial information and references specified in Section 3(G) and (H) as long as they are partnering with another vendor that satisfies all of the requirements set forth in the RFP. In lieu of the submitting the information specified in Section 3(G) and (H) companies must submit the following information:

**1. Company Financial Information**

- i. 2 years of consolidated income financial statements (balance sheet, statement of changes in financial position, income statement, ...)
- At least two financial references
- Last auditor statement
- Latest SOC 1 and/or SOC 2 report or a SAS #70 report
- Any pending lawsuits or litigation as related
- MBE/WBE utilization

**2. References**

- Must furnish at least (two) 2 references from municipalities with the same equipment.
- History of equipment installed in other municipalities with references and contact information
- Minimum of 2 years experience with installed hardware and 1 year of field installed experience

**Article II. Responses to Questions Submitted by Vendors**

The following questions were submitted the to the Treasurer's Office by various vendors subsequent to the pre-proposal conference. The questions are answered in the order in which they were received.

The following set of questions was submitted the to the Treasurer's Office by various vendors through email exchange in order in which they were received:

- You've shared revenue associated with the 9700 meters, are you willing to share what the associated costs are for operating & enforcing those existing meters?

**Answer:** Currently, the Treasurer's Office spends \$3.5 million on outsourcing meter management and ticket processing. Enforcement officers are employed by the Treasurer's office and such costs will continue to be incurred by our office.

- What are the biggest issues with your current footprint that you are trying to solve?

**Answer:** There are several issues, but some of the most important are effective and efficient management of meters and determining areas where we should re-deploy meters based upon performance. We are open to reducing the overall all number of parking meters in certain areas and also adding meters to new locations.

- Can you share the breakdown of the citations issued by type and revenue?

**Answer:** See document titled, "Ticket Issuance." The average fine amount is \$14.02.

- What impact on enforcement efficiency/productivity are you targeting with the new systems?

**Answer:** Although we do not have quota or have a fixed metric set for productivity, our goal is to increase productivity in a manner that is sensitive to the public.

- You indicated the need for supporting demand based pricing. How do you envision measuring parking space demand to get the data needed to support dynamic or demand based pricing?

**Answer:** Our goal is to obtain equipment capable of supporting dynamic or demand based pricing. After selecting a vendor, we are also interested in working with the vendor to develop standards and guidelines for implementing demand, event, or dynamic policy.

- What is the exact model number of the current Duncan meters? i.e. Duncan Eagle 2000, Duncan 70 or Duncan 90.

**Answer:** 92% of our meters are Duncan Eagle CK model, about 7% are Duncan 900 EEM model, and we have 63 (less than 0.7%) Duncan Liberty model.

- On average it seems as though gross revenue per meter is less than \$30 per month. Can you provide an overview of collections by meters or block?

**Answer:** See chart “Revenue by Zones” attachment and also “Parking Zone Meter Map.”

- Will the presentation you used at the meeting today be made available on the website?

**Answer:** Yes. A link to the presentation is on the Integrated Parking Technology RFP Pre-Proposal Conference homepage.

- Will the trial include mobile phone and smart card payment?

**Answer:** Yes. However, the specific terms of the pilot will be negotiated with the selected vendor.

- Will the trial include a marketing program for the City provided by the shortlisted vendors?

**Answer:** Vendors will not be responsible for a full-blown marketing program during the field test. Vendors will be allowed to do some marketing during the field test on a voluntary basis. Such marketing will be cleared with the Treasurer’s Office or discussed prior to implementing the field test.

- Is the vendor responsible for coin collection during the trial period?

**Answer:** No. The vendor must train Treasurer’s office employees or agents to collect coins from the vendor’s meters. All of the coins collected our current vendor are delivered to Brinks, who independently counts the collected coins. One of our employee’s, who was responsible for meter collection prior to outsourcing, will also reconcile the coin collection reports issued by our current vendor and Brinks. The Treasurer’s Office will also work with selected vendors to provide additional safeguards prior to implementing their field test.

- Is the vendor responsible for fielding customer complaints during the trial period?

**Answer:** Yes.

- Is the vendor responsible for providing live operations 24/7 during the trial period?

**Answer:** No

- How many citation requests appealed annually?

**Answer:** Less than 1%

- Will the citation management team (vendor) execute the installation and removal of vehicle immobilizer boots?

**Answer:** Not during the test pilot period, but yes if a contract is rewarded.

- Is the existing violation payment office available for use during or after the contract is awarded? What is the cost?

**Answer:** The current vendor is provided office space in a building owned by the Treasurer's Office below market rate. The future arrangement for the parking violations bureau will be subject to contractual negotiations.

- Will security for the violation payment office be an expense to the vendor?

**Answer:** The Treasurer's Office is not responsible for providing security at the Parking Violations Bureau

- What is your current staffing model for the violation payment office?

**Answer:**

Parking Violation Bureau Staff:

1 Site Manager
1 Project Manager
3 Supervisors
5 Customer Service Reps
3 Cashiers
1 Imaging Rep
1 Data Entry Clerk
1 Security Officer

- Do we schedule a tour of the Parking Violations Bureau if we would like to visit the operation?

**Answer:** No, this is not necessary.

- Would the city consider extending the scheduled proposal due date to December 6<sup>th</sup> to accommodate for the upcoming holiday?

**Answer:** No.

- Can you please provide a map of the current parking meter locations?

**Answer:** See Parking Zone Meter Map.

- Please provide a list of all existing meter equipment including collection carts, cans, spare mechanisms?

**Answer:**

· 22 MSM Coin Cans in stock
· 75 - 100 Duncan CK Mechanisms
· 300 EMM Duncan Mechanisms
· 130 Duncan CK Mechanisms
· 36 Duncan 2100 Mechanisms
· 162 Duncan 2100 Mechanisms
· Duncan Liberty Mechanisms
· 6 active Collection Carts
· 44 active Canisters

- How often are meters collected?

**Answer:** Every 48 hours.

- Is there a designated bank account that revenues are deposited into?

**Answer:** Yes, it is a Treasurer's Office managed account.

- How many PEO's will be issuing parking tickets?

**Answer:** Approximately 31.

- Duncan Solutions – Is the city under a separate contract with Duncan? If so, what is the term date?

**Answer:** We are currently in negotiations with Duncan regarding their contract with the City. A link to the Duncan contract is listed in response to the next question.

- Please provide a copy of the existing contract with Duncan?

**Answer:** See attached documents title "Duncan Contract Meter Management" and "Duncan Contract TID Maintenance."

- Can you please provide the current parking violations rate?

**Answer:**

<b>Class</b>	<b>Parking Violation</b>	<b>Fine</b>
Class 1	Parking meter and street cleaning violations	\$10.00
Class 2	Minor parking violations (e.g., no parking, buss, taxi, commercial zone, or yellow curb violation)	\$25.00
Class 3	Public safety parking violations (e.g., no stopping, double parking, tow away zone, fire hydrant, or traffic flow violation)	\$30.00
Class 4	Disabled parking violation	\$75.00
Class 5	Commercial vehicle parking violations	\$100.00

- Please provide a copy of the existing contract with Xerox/ACS?

**Answer:** See attached document titled, "Xerox/ACS Contract Parking Violations Program." Also see document titled, "Xerox/ACS Rate Change."

- Please outline the detailed scope of services that Duncan provides to the City?

**Answer:** See contract.

- Please explain the exact scope of services that the proposer will be responsible to do for the on-street operations including meter collections, maintenance, meter management, enforcement and any other service required.

**Answer:** Refer to Section 2 of the RFP.

- How many ticket issuance devices are being requested?

**Answer:** Approximately 30 – 40.

- What types of permit management is the city requesting, residential or just permit zones?

**Answer:** We currently monitor both commercial and residential permit zones.

- How many citations receive a first overdue notice?

**Answer:** During FY 13, 200,546 were sent.

- How many citations receive a second overdue notice?

**Answer:** During FY 13, 111,492 were sent.

- What is the average citation fine amount?

**Answer:** See attachment titled, "Ticket Issuance."

- Who will be reviewing and controlling this equipment on a daily basis?

**Answer:** Employees of the Treasurer's Office.

- How is the city going to ensure that our test equipment would be under honest operating conditions when our potential competition are the ones that will be overseeing day-to-day operations?

**Answer:** With regard to coin collection, all of the coins collected by our current vendor are delivered to Brinks, who independently counts the collected coins. One of our employee's, who was responsible for meter collection prior to outsourcing, will also reconcile the coin collection reports issued by our current vendor and Brinks. The current ticket processing vendor currently handles tickets generated by a separate vendor for parking meters and ticket issuance devices. Our ticket vendor's software is compatible with several different ticket issuance devices and parking meters.

- Are we to assume that Duncan/ACS is not bidding on this project?

**Answer:** This is not a safe assumption; both vendors are welcome to bid.

- Please define dynamic and demand-based pricing?

**Answer:** Please Google each term.

- Is there an existing smart card that the city would like to continue utilizing, or are they open to exploring a smart card that is proposed by a responding vendor?

**Answer:** No. Currently, we do not use smart card technology, and we are open to reviewing ideas presented by the vendor.

- Will there be a requirement for meters in the off-street portion of the scope of service?

**Answer:** No.

- Will the LPR technology also be used to verify on-street parking paid at the pay stations?

**Answer:** Yes, if it is cost effective.

- ROI Schedule – in order to best provide an ROI, vendor will require additional information. Please confirm this is desired and supply with rate structure, occupancy stats, hours of operation, existing costs surrounding maintenance labor, collection labor, replacement of out of warranty parts/equipment.

**Answer:** Although a 5% ROI would be ideal, the City must take a more aggressive approach due to the changing technologies that exist. Since the City has no desire to maintain obsolete equipment, a 10% ROI would seem more acceptable.

METERS:	2013	2012
Parking meter revenues	\$ 3,884,821	3,863,494
<b>Outsourcing expenses</b>	<b>(1,718,226)</b>	<b>(1,652,097)</b>
Parking meter revenues, net	\$ 2,166,595	2,211,397

TICKETS:	2013	2012
Parking violation notices revenues and related boot fees	\$ 6,325,520	6,386,612
<b>Parking violation notices expenses</b>	<b>(1,866,604)</b>	<b>(1,886,759)</b>
Parking violation notices revenues, net	\$ 4,458,916	4,499,853

- Please confirm if power will be accessible to trial sites or if solar power will be required. Please state if there is an existing cellular provider for the STLTO that would be preferred, or if any cellular company can be proposed.

**Answer:** Solar or battery operated units are preferred. We do not have a preference for cellular companies.



- Please state if specific multi-lingual languages requested and what they are.

**Answer:** English, Spanish, and Bosnian. We would also like vendors to consider ADA accommodations.

- Please clarify if “industry standard protocols to ensure data security” include both PCI and PA-DSS validations.

**Answer:** Yes, they should include both PCI-DSS and PA-DSS validations.

- Please confirm if both coin and bill acceptance is desired.

**Answer:** We are open to all payment methods including coin and bills, particularly in high volume areas.

- Who will evaluate the success of the field trial? What criteria will be used to rate the success of the field trial?

**Answer:** The Treasurer’s Office will evaluate the field test based upon the information set forth in the RFP.

- If the incumbent operator is part of the review process, will they be excluded from bidding on the project as it may pose a conflict of interest.

**Answer:** The incumbent vendors do not have a role in the review process.

- Who is the City’s credit card processor of choice?

**Answer:** The Treasurer’s Office does not have a preferred credit card processor, but we are exploring a processing arrangement with Chase Bank.

- Please provide more information on the Xerox/ACS ETIMS System including a technical contact name for Xerox/ACS.

**Answer:** Quinton Williams, 314-450-2822; if there are any problems please contact the Parking Administrator (Carl Phillips).

- Please confirm who will maintain, service, and collect the parking meters during the trial period. If it is not the City, will the designee be responsible for the care and custody of the parking meters?

**Answer:** With regard to coin collection, all of the coins collected by our current vendor are delivered to Brinks, who independently counts the collected coins. One of our employees, who was responsible for meter collection prior to outsourcing, will also reconcile the coin collection reports issued by our current vendor and Brinks. Each vendor will be required to instruct Gateway Parking on how to perform routine maintenance on their parking meters. The vendor will be responsible for handling non-routine repairs.

The Treasurer's Office will also work with selected vendors and our attorneys to provide additional safeguards prior to implementing their field test. The Treasurer's Office will also be available to troubleshoot any potential issues that may arise during the field test.

- What level of cooperation will the City require Xerox/ACS to have with the bidders' team during the trial period?

**Answer:** Xerox/ACS is contractually obligated to process tickets. If there are any problems with the system, please contact the Parking Administrator (Carl Phillips).

- Will the City consider giving more time from the date the test vendors are selected to pilot start date since manufacturing, training, installation all have to be completed in less than 30 days.

**Answer:** This is negotiable, but vendors should start planning now to be ready should they be selected to conduct a trial.

- Please confirm that 14.iii is discussing after the final award and city wide rollout of system. Assumed that this is not regarding the trial and trial products?

**Answer:** Yes, this is in reference to after the trial.